

CHESTER J. CULVER
GOVERNOR

DEAN A. LERNER, DIRECTOR

PATTY JUDGE
LT. GOVERNOR

Incident Intake: # 28595-I

July 9, 2010

Steve King, Administrator
Rose of Ames Assisted Living
1315 Coconino Drive
Ames, IA 50014-8035

RE: Final Complaint Investigation Report – Rose of Ames Assisted Living, Ames, IA

Dear Mr. King:

Enclosed is the **Final Complaint Investigation Report** from the on-site monitoring visit of June 24, 2010, completed by the Department of Inspections and Appeals ("DIA") in accordance with Iowa Code chapter 231C and Iowa Administrative Code ("IAC") chapters 481—67 and 481—69. **No Regulatory Insufficiencies were identified.**

If you have any questions regarding the enclosed Report, please contact me at 515-281-5003.

Sincerely,



Connie Schaffer
Certification Coordinator - Central/Eastern Iowa
Adult Services Bureau

Enclosure

**Iowa Department of Inspections and Appeals
Assisted Living Program
Final Complaint Investigation Report**

Assisted Living Program:

Complaint Intake #: 28595-I

Steve King, Administrator
Rose of Ames Assisted Living
1315 Coconino Drive
Ames, IA 50014-8035

Date of Investigation:

June 24, 2010

Monitor(s):

Hal L. Chase, RN BSN MPH

Definitions:

The following definitions are relevant:

Regulatory Insufficiency - A violation of a statutory or rule provision within the Iowa Code or Iowa Administrative Code (IAC) governing assisted living programs. A regulatory insufficiency requires a plan of correction to be presented to, and approved by, the Department of Inspections and Appeals (DIA).

Plan of Correction - A written response to one or more regulatory insufficiencies that are rule violations. IAC r. 481-67.10(5). The plan should identify how, and by a specific date, an insufficiency will be corrected. The plan is due to DIA within ten (10) working days of the program's receipt of a Complaint Investigation Report. Depending on the circumstances, DIA may revisit the assisted living program to confirm progress in fulfilling a plan's corrective measures.

Dementia-specific assisted living program - An assisted living program certified under 481 IAC chapter 69 that: serves fewer than fifty-five (55) tenants and has five (5) or more tenants who have dementia between Stages 4 and 7 on the Global Deterioration Scale or serves 55 or more tenants and 10 percent or more of the tenants have dementia between Stages 4 and 7 on the Global Deterioration Scale or holds itself out as providing specialized care for persons with dementia, such as Alzheimer's disease, in a dedicated setting.

Overview:

A complaint investigation on-site visit was conducted at Rose of Ames Assisted Living on June 24, 2010. In preparing this report, the following information was considered:

Current Program Census

General Population Program (GPP)* – A program that does not include a Dementia Specific unit, but may include have tenants with cognitive disorder.

Current number of tenants without cognitive disorder:	60
Current number of tenants with cognitive disorder:	0
Total Population:	60

Dementia Specific Program (DSP)* – Not applicable.

***These are the census numbers represented by the program to be applicable at the time of the on-site.**

Program History – The program has had a substantiated Regulatory Insufficiency in the area of Life Safety during this recertification period.

On-Site Monitoring Evaluation – The monitor(s) made the observations detailed in the following areas.

Complaint Investigation – The complaint investigator(s) made the observations detailed in the following areas.

A. Other

Complaint Allegation: It is alleged there were bed bugs at the program.

- Monitoring Observation: Tenant #1, a 64 year old, was admitted on 12-29-08 and has diagnoses of: Hepatitis C, Chronic Obstructive Pulmonary Disease, History of Brain Injury, Schizophrenia and a History of Left Extremity Edema.

Tenant #1 stated he/she had small bites on his/her arms and Staff #1 looked around the apartment and found bugs on his/her comforter. A few days later, an inspector from a pest control company came to the apartment and found bed bugs. The pest control company treated the apartment, heating it to 140 degrees. Staff cleaned the apartment, including the cupboards and cabinets and bedding and personal clothes were washed. A mattress cover was placed on the mattress. The tenant reported no problems with bed bugs since the treatment and is happy with the quick response and efforts the program made.

Tenants #2, #3 and #4, who lived adjacent to Tenant #1's apartment, stated they hadn't had any problems with bed bugs or any other type of infestation. Each was satisfied with the treatment done on Tenant #1's apartment. They felt the program acted quickly and responsibly in taking care of the bed bug infestation.

Staff #1 stated sometime in April 2010, Tenant #1 complained of bites on his/her arm. Staff inspected the tenant's apartment and found "bugs" on the tenant's bed comforter. Staff #1 captured one of the bugs and showed it to the registered nurse, who in turn, showed the Administrator. The Administrator called a local pest control company who inspected the tenant's apartment and confirmed there were bed bugs. The pest control company checked out the tenant apartments adjacent to Tenant #1's apartment and found no other signs of bed bugs. The pest control company gave a list of things to do in the tenant's apartment prior to treatment and staff completed the requirements. The tenant's apartment was sealed and treated. No other tenants complained of having bed bugs.

The Administrator stated on 4-19-10, staff reported possible bed bugs were found in Tenant #1's apartment. A local pest control company was called and Tenant #1's apartment was treated to eradicate bed bugs on 4-26-10. All other tenants were notified that bed bugs had been found. All other apartments were inspected and no other bugs were found. A spring and mattress cover was installed on Tenant #1's bed.

Local pest control records indicated Tenant #1's apartment was treated for bed bug infestation and a mattress cover was installed on 4-26-10.

- Regulatory Insufficiency: None noted.

Dated this 9th day of July, 2010.